



Chen Senior  
Medical Center  
A CHENMED COMPANY



## How to Choose the Right Doctor for You

As you get older, you may need to see your doctor more often. It's important to choose a primary care provider (PCP) who meets your needs and can help you address your medical conditions to live a healthy life. At Chen, most PCPs are doctors, but nurse practitioners and physician assistants can sometimes also be PCPs.



## Here are 8 things to look for in a doctor:



### **Experience with older adults**

As you get older, you should work with a doctor who has expertise with this stage in life and understands your unique needs.



### **Good listening skills**

Make sure your doctor not only listens to you, but also tries to really understand your needs and concerns.



### **Time to focus on you**

Some doctors care for up to hundreds or thousands of patients, which can make your appointments short and rushed. It's important to find a doctor who spends enough time with you to answer all your questions.



### **Availability at night and on weekends**

Sometimes, you need to contact your doctor after the office has closed. Make sure you can get in touch with a member of your care team any time you have an urgent concern.



### **Flexibility with your support system**

You may want to bring your children, loved ones or caregivers to your appointment, so they can help you make care decisions. Make sure your doctor can accommodate this.



### **Communication with other doctors**

You may see other specialists for different health needs. Consider whether your doctor works with specialists to coordinate your care.



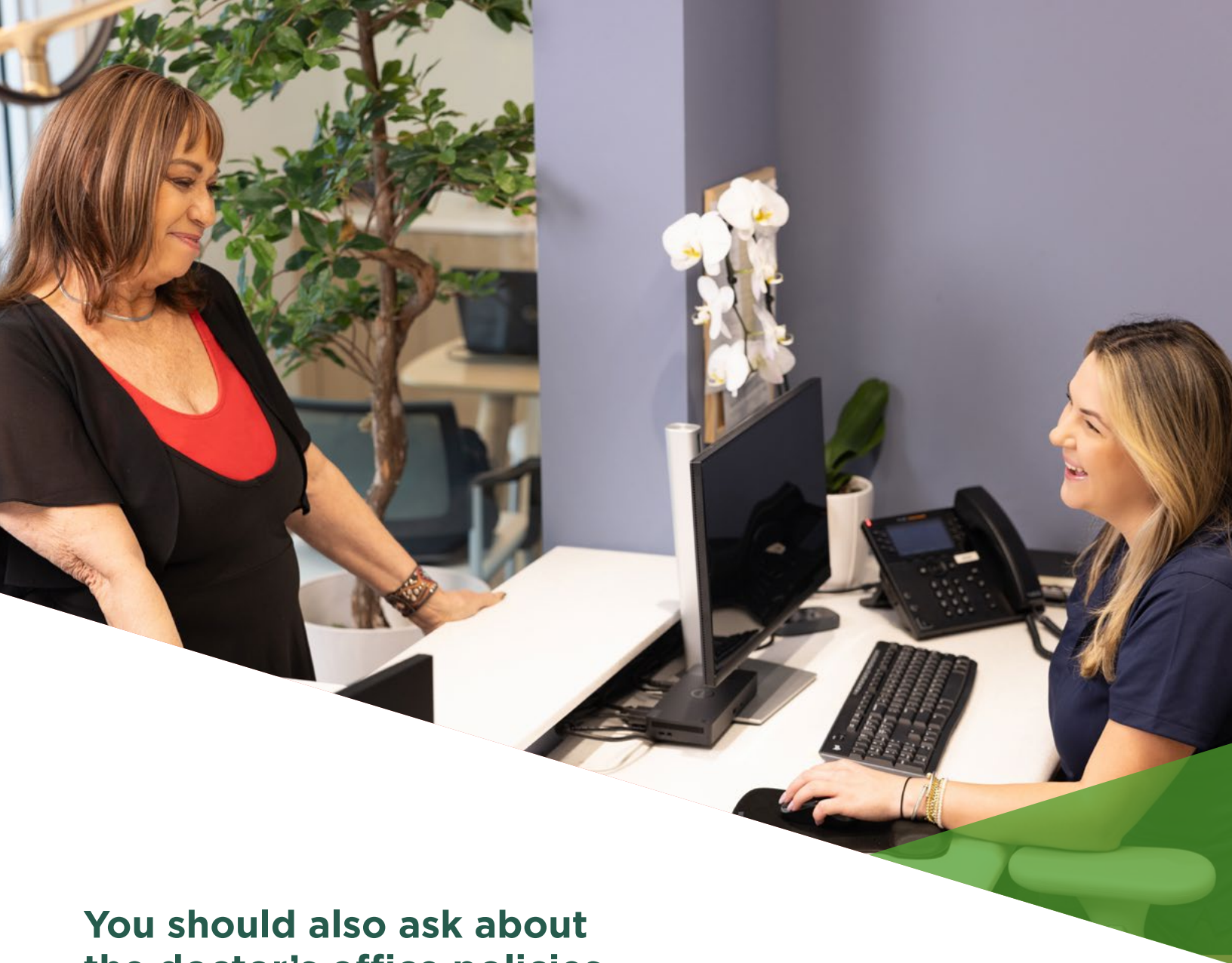
### **Focus on healthy living**

As you get older, your doctor should help you learn to lead a healthy life. That might mean tips on diet, exercise, and mental health. Make sure your doctor isn't only concerned about medical needs.



### **Good personality**

You may spend a lot of time with your doctor. You should feel comfortable and enjoy being around them!



## You should also ask about the doctor's office policies.



### **Transportation coordination:**

Will the doctor's office provide options for you to get to and from your medical appointments?



### **Labs and tests:**

Can you complete your labs and other tests in the doctor's office, or do you have to go to another location?



### **Same-day and walk-in appointments:**

If you have an urgent need, can you get a same-day or walk-in appointment?

# Why Choose Us?

**Choosing a doctor is an important decision, especially as you get older.**

Chen is committed to delivering personalized healthcare to Medicare-eligible seniors. If you're looking for a new doctor, we could be the right doctor for you.

## **As a Chen patient, you'll get(+):**

- True preventive care that focuses on the whole person, not just your symptoms
- A doctor who specializes in caring for older adults
- Access to your doctor when you need them most
- More time with your doctor – We want to see you at least once per month so we can keep you healthy and out of the hospital
- Same-day, walk-in, and telehealth appointments
- Convenient on-site tests, screenings, and labs
- Fewer unnecessary medical procedures and hospitalizations
- A team who coordinates care with your other providers so that you don't have to
- A strong, trusting relationship with your provider
- A care model that focuses on improving your mental health, fitness, and wellness

(+) Services may vary by location and are subject to change without notice. Limitations, co-payments, and restrictions may apply. Some services are not covered under all plans. Check plan documents for details.

## **Chen is what you need to better your health. Our patients have experienced:**

- 51% fewer hospitalizations\*\*
- 35% fewer ER visits\*\*
- Reduced risk of overmedication
- Better peace of mind
- Less financial stress

## **We surveyed our patients on what they think of our approach to their health:**

- 9 out of 10 patients recommend us\*\*\*
- 97% feel their doctor always showed respect for what they had to say\*\*
- 85% feel they always got answers to their medical questions on the same day\*\*\*

\*Most PCPs are doctors, but nurse practitioners and physician assistants can sometimes also be PCPs.

\*\*Source: ChenMed Internal data compared to CMS (year 2019); risk-adjusted, based on 2019 claims.

\*\*\*Source: Medallia, Year-to-date through June 2022



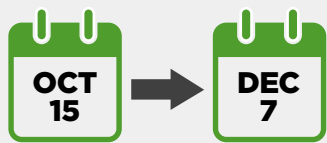
Don't take our word for it. Here's what our patient has to say about the Chen difference.

**"I knew the moment I walked in the door, I was home." - Melanie, Patient**

# You've chosen the right doctor for you.

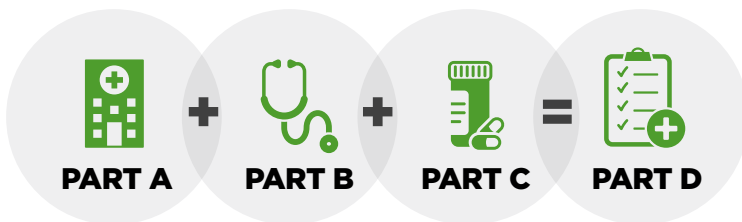
## What's next?

When making a decision about your doctor, make sure the doctor you want to see is in network with your Medicare Advantage plan. The kind of plan you choose and who you choose as your doctor makes all the difference.



Every year, during the **Medicare Annual Enrollment Period (AEP)**, from October 15 to December 7, Medicare-eligible seniors can make changes to their existing plan or enroll in Medicare Advantage. Any changes to your benefits become effective on January 1.

## What is Medicare Advantage?



Medicare Advantage is another way to get your Medicare Part A and Part B coverage. They are offered by Medicare-approved private companies, and they must follow rules created by Medicare. While Original Medicare is covered by the federal government, Medicare Advantage is provided by private insurance companies. **Medicare Advantage includes all the benefits of Original Medicare, along with valuable extras such as prescription drug coverage, dental, vision, hearing, and more.**

Some Medicare Advantage Plans offer even more benefits. For instance, some plans may include coverage for services such as transportation to medical appointments, over-the-counter medications, and wellness programs. **Plans may also customize their benefit packages to cater to those with chronic illnesses, providing custom benefits to address specific health issues.**

Before you enroll in a plan, it's important to review the plan's offerings to determine the various available benefits, whether or not you qualify, and any potential restrictions. **Contact us at 1 (844) 892-2273 to learn more. Our Care Teams at Chen will help you navigate any changes and make sure you continue getting the healthcare you deserve with the doctors you deserve.**



[www.ChenMedicalCenters.com](http://www.ChenMedicalCenters.com)

Some services are not covered under all plans. Check your plan documents for details and service availability at each individual center. Due to space and time limitations, some services are not available at all centers. Limitations, copayments and restrictions may apply.